

# ECO in brief

Survey of ECO Members

by Universal Representation Advisory  
Committee

January 2025



# ECO Member Survey

High satisfaction overall; wait times cause frustration

92.9%

REPORT RECEIVING QUALITY  
LEGAL SERVICES

93.4%

SAY SERVICES ARE WELL  
COORDINATED

93.9%

FELT HEARD AND VALUED IN  
INTERACTIONS WITH ECO

93%

FELT SAFE AND SUPPORTED  
BY ECO

63.4%

FEEL MORE ECONOMICALLY  
STABLE

Section (2)(5) of SB1543 creates an advisory committee to guide the implementation of ECO, separate and apart from the fiscal agent and the Oregon State Bar. The advisory committee convenes to provide recommendations, guidance, and input into the administration of ECO. The advisory committee is required to meet periodically and make recommendations relating to the coordination of services, standards and guidelines, the development of best practices and other matters related to universal representation.

In 2024, over the course of several months, the advisory committee surveyed ECO members and ECO stakeholders – panel attorneys, OSB contractor providers, and community navigators. The Survey of ECO members consisted of 13 questions. Each question was a multiple choice and allowed the respondent to provide additional narrative information. A final question invited a narrative response. It was sent in English and Spanish. The time to complete the survey was estimated at no more than 15 minutes. A survey cohort of 2500 was identified from a random list of ECO members

who had enrolled in ECO between January 1, 2022 and August 30, 2024. Each recipient received a text message explaining the survey. The survey itself was opened by 1651 individuals. Of them, 993 started the survey and 449 completed it. The average response time was 12 minutes. Responses were anonymized.

We share the findings from the Survey below. Our main goal was to better understand the experience of ECO members themselves. Narrative responses are being analyzed and findings will be incorporated as feedback to the relevant ECO entities.

When did you join the Equity Corps of Oregon program? (406 responses)

Which organization(s) navigated you into the Equity Corps of Oregon program? (365 responses)

Pueblo Unido 41.1%; CENTRO DE AYUDA 14.8%; Adelante Mujeres 10.4%; Latino Community Association (LCA) 8.2%; I do not remember 6.3%; IRCO 6%; Unete 3.3%; Latino Network 3%; The Next Door Inc. 1.1%; African Family Holistic Healing Organization (AFHHO) 0.5%; De Rose Community Bridge and Holistic Wellness 0.3%; Afghan Support Network (ASN) 0%; Other 4.9%

Which organization(s) have provided you legal services through the Equity Corps of Oregon program? (260 responses)

I do not remember 14.2% Adelante Mujeres 13.8% Innovation Law Lab 12.3% Latino Community Association (LCA) 11.5% IRCO 10.8% Catholic Charities of Oregon 9.6% Catholic Community Services of Lane County 8.5% SOAR 5.4% Unete 5% The Clear Clinic (PCC) 1.5% Lutheran Community Services Northwest (LCSNW) 0.8% Metropolitan Public Defender (MPD) 0.4% Other 6.2%

What services have you received from Equity Corps of Oregon? (373 responses)

Support preparing an asylum application 78.6%  
Friend of court accompaniment to Master Calendar Hearing 2.1%  
Representation at detained removal hearing 0%  
Support submitting a work permit application/renewal 15%  
Representation at detained bond hearing 0%  
Representation at Individual Calendar Hearing .8%  
Support preparing BIA appeal brief .3%  
Support preparing BIA Notice of Appeal .3%  
Other 2.9%

Assess the following statement on a scale of 1-5: The Equity Corps of Oregon program provided me with quality legal services to address my needs. (408 responses)

|                     |       |
|---------------------|-------|
| 0 Strongly Disagree | 1.7%  |
| 1                   | 1%    |
| 2 Neutral           | 2.9%  |
| 3 Neutral           | 1.5%  |
| 4                   | 4.7%  |
| 5 Strongly Agree    | 88.2% |

Assess the following statement on a scale of 1-5: The Equity Corps of Oregon services I received were well coordinated. (376 responses)

|                     |      |
|---------------------|------|
| 0 Strongly Disagree | 1.6% |
| 1                   | .5%  |
| 2 Neutral           | 3.5% |
| 3 Neutral           | 1.1% |
| 4                   | 6.4% |
| 5 Strongly Agree    | 87%  |

Assess the following statement on a scale of 1-5: The Equity Corps of Oregon program offered me hope for my immigration case. (401 responses)

|                     |      |
|---------------------|------|
| 0 Strongly Disagree | 2.2% |
| 1                   | 1.5% |
| 2 Neutral           | 5.5% |
| 3 Neutral           | 1.7% |
| 4                   | 6%   |
| 5 Strongly Agree    | 83%  |

Assess the following statement on a scale of 1-5: I felt heard and valued in my interactions with the Equity Corps of Oregon program. (393 responses)

|                     |       |
|---------------------|-------|
| 0 Strongly Disagree | 1.3%  |
| 1                   | .5%   |
| 2 Neutral           | 2.5%  |
| 3 Neutral           | 1.8%  |
| 4                   | 7.4%  |
| 5 Strongly Agree    | 86.5% |

Assess the following statement on a scale of 1-5: I felt safe and supported by the Equity Corps of Oregon program. (401 responses)

|                     |       |
|---------------------|-------|
| 0 Strongly Disagree | 1.5%  |
| 1                   | 1.2%  |
| 2 Neutral           | 3.2%  |
| 3 Neutral           | 1%    |
| 4                   | 6.2%  |
| 5 Strongly Agree    | 86.8% |

Did the Oregon Equity Corps help your case have a positive outcome? (405 responses)

Not applicable because my case is still pending/ongoing.  
Yes 52.3%  
Case is still pending 46.7%  
No 1%

Please select up to 3 pain points if you experienced them working with ECO (188 responses)

Delays in the review of my ECO enrollment application 14.9%  
Delays in communication with Legal Service Providers 8%  
Delays in meeting the priority deadlines of my case (e.g. OYFD, ICH representation, Notice of Appeal deadline, Appeal Briefing Schedule, etc) 4.3%  
Delays in communication with Navigators 3.2%  
Delays in receiving legal services/advice after I applied/was navigated to ECO 8.5%  
Difficulty in contacting the ECO Call Center 42%  
ECO did not offer the specific legal services that I needed 1.6%  
ECO did not offer the wraparound/social services that I needed 3.2%  
ECO services/interpretation services were not available in my primary language 2.7%  
Other 11.7%

Choose which areas Equity Corps of Oregon should focus on improving. (287 responses)

Better communicate with participants 5.9%  
Review and approve applications more promptly 26.1%  
Offer affirmative legal services (e.g. family petitions, crime victim visas, DACA renewal, etc) 17.1%  
Offer wraparound/social services to participants (e.g. housing assistance, food assistance, transportation, health insurance enrollment, etc) 12.9%  
Provide deportation defense legal services to more community members 36.2%  
Other 1.7%

After working with ECO I feel, please select what best describes your situation (352 responses)

More Economically Stable 63.4%  
The same 33.2%  
Less Economically Stable 3.4%

Do you have any additional feedback on your previous responses? (130 responses)

[not tabulated]